



Missouri's Workforce Investment Act

ANNUAL REPORT

Program Year 2002



Bob Holden
Governor

DIVISION OF WORKFORCE DEVELOPMENT

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Rick Beasley
Director

December 15, 2003

Byron Zuidema, Regional Administrator
Employment and Training Administration
U.S. Department of Labor
John C. Kluczynski Building
230 South Dearborn Street, 6th Floor
Chicago, IL 60604-1505

Dear Mr. Zuidema:

The state of Missouri is pleased to submit the Workforce Investment Act (WIA) Annual Report for Program Year 2002, covering the period of July 1, 2002, through June 30, 2003.

Since the implementation of WIA, Missouri has taken on and met many of the challenges that have occurred as a result of the new employment and training legislation. As part of meeting these challenges, Missouri has strategically redefined our vision and mission for the workforce system by identifying employers as our primary customer. Building a strong relationship with businesses helps to ensure Missouri's workers have competitive wages and quality career opportunities, while enhancing growth in the state's economy. The Annual Report remains an important tool for measuring that success.

Another strategic move during Program Year 2002, was the implementation of the partnership with the Missouri Department of Labor and Industrial Relations to participate in the Wage Record Interchange System (WRIS). WRIS allows the exchanging of interstate wage record data.

We look forward to working with you, our workforce development system partners, and our business customers to improve services to Missouri's citizens.

Sincerely,

A handwritten signature in black ink that reads "Rick Beasley". Below the signature, the name "Rick Beasley" and the title "Director" are printed in a black, sans-serif font.

Rick Beasley
Director

Enclosure
RB/JT/jk

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Readers should be aware that the narrative sections of this report reflect program activities during Program Year 2002, which is the period of July 1, 2002 through June 30, 2003. Most performance outcomes in the State Outcomes and Local Performance sections of this report are based on the period of October 1, 2001 through September 30, 2002. This three-quarter lag is needed to use wage and employment information from employers' payroll tax records. However, with outcomes for which the lag is not necessary, the results shown are based on Program Year 2002. Outcomes based on Program Year 2002 data include the Youth Diploma Rate, the Youth Skills Attainment Rate, Participation Levels and the Total Participants Served and Total Exiters sections of each local workforce investment region table. A technical description of the methodology employed in calculating the performance measures can be found in the U.S. Department of Labor's Training and Employment Guidance Letter No. 7-99.

Introduction

The Workforce Investment Act of 1998 (WIA) provides for a locally driven employer focused workforce development system that meets the workforce needs of local business by preparing workers with the skills needed to succeed in targeted occupations. Now in the third year of operation under WIA, the focus on an employer driven system is further enhanced by the implementation of Regional Teams to work with the Missouri business customer.

The Regional Teams are effective in the delivery of comprehensive services to Missouri businesses by working with community leaders to successfully retain existing and expanding businesses using the programs and approaches available through the Missouri Department of Economic Development, the Missouri Division of Workforce Development and local development partners in the field.

The teams are staffed by DED professionals from the Divisions of Workforce Development, Business Services, Community Development and Tourism. Team members work to form a "virtual regional office" providing an extensive knowledge of the people, issues, assets and liabilities of the various regions. This knowledge and ready connections enable the team to broker the best possible solution to a business or community request.

This team approach is another example of Missouri's determination to not only meet its goal under WIA, but to exceed them.

WIA performance is measured on negotiated statewide rates. These performance rates are then divided among the fourteen local workforce investment boards that, along with the Missouri Training and Employment Council, make up Missouri's workforce development system. This system provides services at twenty-seven Missouri Career Centers throughout the state.

What follows is the required performance reporting for WIA programs. Federally directed performance measures concentrate on the process of preparing workers and on the overall satisfaction by both employers and participants. Missouri is proud of our accomplishments and we recognize the only truly meaningful measurement is our ability to produce outcomes that satisfy the needs of employers and job seekers.

Missouri met or
exceeded all goals
for individual
Measures and
exceeded all goals
for the Program
Areas. Based
upon these results,
Missouri expects to
be eligible for U.S.
Department of
Labor incentives.

Missouri Training & Employment Council

As Missouri's policy council on workforce issues, the Missouri Training and Employment Council focuses on maintaining a vigorous economy through a highly skilled and globally competitive workforce that allows all Missourians the opportunity to reach their full potential. The Council is helping Missouri secure a competitive advantage in the global economy by providing leadership in the creation of a world-class workforce system through the development of systemic policies, plans and standards that promote best practices.

Resource Guide and Policy Brochure

In 2003, the Council published the Missouri Workforce Investment Resources. This guide provides information on Missouri's \$1.8 billion workforce investment system and its 59 programs. A second publication, the Workforce and Economic Development: An Agenda for Missouri's Workforce Investment System (the Council's policy brochure), identifies best practices and desired system improvements. This document's schematic centerfold summarizes the system's programs, funding sources and customers.

The State of Missouri's Workforce

To better meet the needs of Missouri employers and job seekers, and to improve Missouri's competitiveness in the 21st Century economy, Governor Holden directed the Missouri Training and Employment Council to develop a "State-of-the-Workforce" report. The Council is worked with the Corporation for a Skilled Workforce to develop an informative report that:

- Identifies the essential and technical skills needed by business/industry;
- Compares Missouri's workforce to those of other states;
- Identifies measures for a workforce system scorecard to monitors future performance; and
- Proposes recommendations for system improvement.

Local Employment Dynamics

To provide better information for students, businesses and job seekers, the Council approved the mining and consolidation of existing economic, market, workforce and census data bases and display the information in an easy to read Internet web page for businesses, job seekers and communities. This initiative is part of Missouri's participation in a pilot project sponsored by the U.S. Census Bureau and U.S. Department of Labor to increase the usefulness of collected data. The Web site should be deployed in 2004.

MTEC Chairperson

Patti Penny, MTEC's Chairperson for the past 7 years, resigned from MTEC and her leadership position in November of 2003. During her tenure, the Council presided over Missouri's transition from the Job Development and Training Act to the new Workforce Development Act and the consolidation of employment and training programs into the new Division of Workforce Development. Patti's commitment and leadership will be missed.

Missouri Career Center System

The cornerstone of the Workforce Development System is Missouri's one-stop service delivery, which unifies numerous training, education and employment programs into a single, customer-friendly system. The underlying notion of one-stop is the coordination of programs, services and governance structures so that the customer has access to a seamless system of workforce development services.

It is the vision of the Missouri Career Center System to be the service provider of choice for all Missourians. A goal is for individuals to visit Missouri Career Centers with the same ease and confidence as taking a trip to the library. Missouri Career Centers are based on the following principles:

- Integrate employment and training programs to provide job seekers greater access to employment opportunities, training, education and career choices;
- Promote community-based design of integrated one-stop career centers that are flexible, simple, timely and highly responsive to job seekers and employers;
- Serve both job seekers and employers equally;
- Provide accurate and easy-to-use labor market information allowing job seekers and employers the opportunity to make informed career and business decisions;
- Provide job seekers employment opportunities resulting in increased economic self-sufficiency and well-being;
- Provide employers a qualified workforce;
- Promote strong accountability for producing customer-based results for job seekers and employers;
- Provide information on current labor market trends to assist educational and training institutions in the design of their curriculums.



Full-Service Missouri Career Centers

Arnold	Mexico
Camdenton	Moberly
Cape Girardeau	Monett
Clinton	Nevada
Columbia	Poplar Bluff
Ft. Leonard Wood	Rolla
Hannibal	Springfield
Independence	St. Joseph
Jefferson City	St. Louis
Joplin	St. Peters
Kansas City	Warrenton
Kirksville	Washington
Lebanon	West Plains
Lexington	

Evaluation Activities

Missouri continues to use a multi-faceted approach to performance measurement systems for improvement in workforce programs; and strategic evaluation sessions to gauge the Workforce Development System's effectiveness.

Missouri's Performance Measurement System

In addition to the WIA measures and other federal program reports, Missouri uses System-wide Workforce Outcomes, which access the Entered Employment, Retention, and Earnings change for clients for all programs, using the Common Measures methodology. These are broken down by Missouri's fourteen Workforce Investment Areas as well as its six Economic Development Regions.

Wage Record Interchange System

The Division of Workforce Development (DWD), under an agreement with Missouri Department of Labor and Industrial Relations (DOLIR) participates in the nationwide Wage Record Interchange System (WRIS). This facilitates performance accountability by providing a means for exchanging interstate wage record data among states and was implemented in Missouri for Program Year 2002.

Wage Record Interchange System

Effective November 1, 2003, the Missouri Division of Workforce Development, in partnership with the Missouri Department of Labor and Industrial Relations, has access to the operation of the Wage Record Interchange System (WRIS).

Participation with the WRIS will enable Workforce Development to use WRIS in Missouri's performance measure reporting activities. We will be able to report performance for all US Department of Labor programs that require assessment and reporting as set forth in the Workforce Investment Act. This application permits Performance Accountability and Customer Information Agency (PACIA) to request wage information on specific groups of Social Security numbers. The State Unemployment Insurance Agency (SUIA) imports these requests and returns matching wage records to the (PACIA) via the Lockheed Martin hub.

In the course of access to the WRIS, Missouri as well as participating WRIS authorized states have access to certain data that is furnished to the Lockheed Martin Information Technology through the WRIS. This information will contain the year/quarter index and relevant wage/employer information.

Social security numbers and wage and employment data are confidential, and they may not be disclosed to others. The rules and procedures governing the use and treatment of confidential WRIS data are set forth in a document entitled, Standard and Guidelines for the Handling of confidential WRIS Data by Performance Accountability and Customer Information Agency (PACIA) and (SUIA) Employees.

There are 42 states that have joined WRIS. Seven of the eight states that border Missouri have joined WRIS. In addition, the Division is finalizing an agreement to share Unemployment Insurance data with Illinois.

Business and Process Measures

Having identified the employer as its primary customer, Missouri is now calculating Market Penetration measures that assess the proportion of new hires and employer use of Missouri's Workforce System. Our FY03 Strategic Plan includes many action items designed to increase market share including a new evaluative measure, Missouri's Job Order Cycle Time, to assess how quickly we can satisfy employers' requests for skilled workers. This measure is also targeted in our strategic efforts and has seen a 41% decrease from the first quarter of PY2002 to the first quarter of PY2003. These measures are also broken down by WIA region and Economic Development Region and are provided on-line, real-time on Missouri's workforce client tracking system, Toolbox.

Continuous Improvement Reviews

The Continuous Improvement Reviews (CIR) examines the delivery of local workforce development services in terms of certain targeted WIA system elements. In order to study the effects of process change and integration on the performance of local systems, the review team meets with program and research staff to analyze each region's most recent outcomes to identify strengths and weaknesses. The review team uses this information in conjunction with the results of last year's CIR to identify how a region's changed processes, which resulted from the previous CIR, improved the region's performance. The comparison of the CIR and performance measures provides a linkage from the subjective CIR to the objective performance measures. The combination of these evaluation processes provides the Division of Workforce Development with the human element of question and answer/observation and the actual outcomes of customers. The information gleaned from analyzing the two tells what processes work and are shared with other regions.

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The comparison of the CIR and performance measures provides a linkage from the subjective CIR to the objective performance measures. The combination of these evaluation processes provides DWD with the human element of question-and-answer/observation and the actual outcomes of customers. The information gleaned from analyzing the two tells what processes work and are shared with other regions.

Cost-Effectiveness

Missouri spent \$37,954,808 of WIA funds during Fiscal Year 2003. Those funds were calculated (*Table 1*), and divided between Adult, Dislocated Worker and Youth Programs.

Table 1: Formulas for Deriving Actual Program Area Relative Share of Expenditure

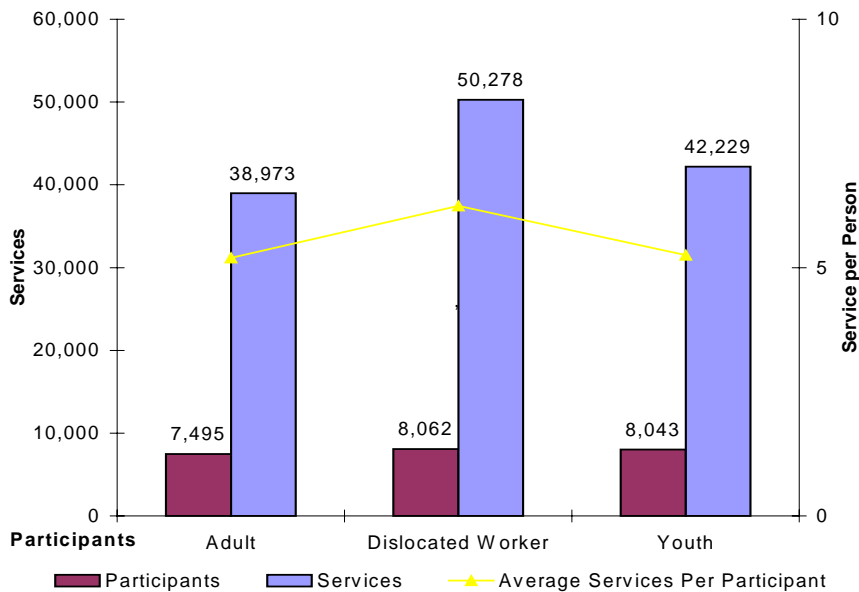
Adult Programs	
Expended Adult Program Funds	\$10,778,771
Relative Share of Local Administration Funds	\$889,337
Relative Share of Statewide Activity Funds	\$1,787,290
TOTAL, ADULT PROGRAMS	\$13,455,398
Dislocated Worker Programs	
Expended Dislocated Worker Program Funds	\$7,619,277
Relative Share of Local Administration Funds	\$741,114
Relative Share of Statewide Activity Funds	\$1,489,408
Rapid Response	\$1,677,896
TOTAL, DISLOCATED WORKER PROGRAMS	\$11,527,695
Youth Programs	
Expended Youth Program Funds	\$10,443,789
Relative Share of Local Administration Funds	\$839,930
Relative Share of Statewide Activity Funds	\$1,687,996
TOTAL, YOUTH PROGRAMS	\$12,971,715

*The data for *Table 1* is from DWD, while additional information was obtained from the Missouri State Treasurer's Fund Balance Report for June 30, 2003, adjusted for WIA formula funds only. Other fiscal information is based on the Statewide Advantage for Missouri (SAM II) financial system.

The figures represent the total WIA funds expended by Missouri during the Fiscal Year beginning July 1, 2002, and running through June 30, 2003. This analysis represents the benefits Missouri gained from the increased income of WIA participants, which we believe is due in large part to workforce development activities funded with the above WIA allocations.

Determination of Participant Characteristics

In order to calculate a monetary value to Missouri's gained benefit, it is necessary to determine some characteristics concerning the Adult, Dislocated Worker and Youth populations covered by the funds reported above. *Table 2* shows the total participants, total services provided and the average number of services for the populations in regards to each program.

Figure 1: Actual Program Area Operating Results**Table 2: Average Costs**

	Average Per Service	Average Per Client
Adult	\$345	\$1,795
Dislocated Worker	\$229	\$1,430
Youth	\$307	\$1,613

*The differences in perceived efficiencies can be explained by examining the types of services provided. Approximately 10% and 7% of the Adult and Dislocated Worker total services, respectively, are in the form of follow-up services. In the Youth population, follow-up services represented only approximately 5% of services. Additionally, 24% and 21% of Adult and Dislocated Worker total services, respectively, are in the form of initial assessments.

In the Youth population, initial assessment is not a reportable service, and thus accounts for none of the services counted above. Follow-up services and initial assessment services are, perhaps, the least costly services provided through WIA. A large number of these types of services accounts for the seemingly much greater efficient use of funds in the Adult and Dislocated Worker populations.

In fact, any comparison of a cost-per must bear in mind the differences in the populations. Experience shows that Youth participants tend to be in the system longer than Adult or Dislocated Worker participants. The focus of the Programs, particularly for the Younger Youth group, is fundamentally different. More emphasis is placed on attainment of skill sets for Youth. The object of the Program is to build a life-long base for the participant, whereas the emphasis of the Adult and Dislocated Worker Programs is more immediate--a return to productive and substantial employment. Differences in the focus also account for differences in the perceived efficiencies of the Programs.

Determination of Cost-Benefit Comparison

The determination of cost, both total and average is relatively easy to calculate. The necessary items, such as total dollars expended, participants and services provided during that time frame, are all carefully tracked and recorded.

The process of determining a tangible benefit that can be compared to a tangible cost is, however, much more complex. We can, for instance, look at the performance measures in an attempt to determine a tangible benefit. However, the performance measures represent partial populations within any of these groups. The Entered Employment Rate, for instance, excludes those who were still employed at the time of registration. The Retention Rate only includes those who were successful in the Entered Employment Rate measure. Furthermore, the costs in any given time period represent funds used for all participants, not just exiters.

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To determine a tangible benefit, it is possible to develop a derivative of one of the performance measures. In particular, the Adult Earnings Change measure provides useful data that can be developed into a comparable tangible benefit to compare to the above costs. The Adult Earnings Change provides a dollar amount per each successful exiter. Each exiter in a given time period who has unemployment insurance (UI) wages during the first quarter after their exit quarter is included in the measure. The data items for that measure are as follows:

- Total pre-registration UI wages, from the second and third quarters prior to registration, for those exiters included in the measure;
- Total post-exit UI wages, from the second and third quarters after exit, for those exiters included in the measure; and
- The number of exiters included in the measure.

The actual formula for these three data items is:

$$\frac{\text{Total post-exit dollars} - \text{Total pre-registration dollars}}{\text{Number of exiters in the measure}}$$

The outcome of the formula provides a per exiter dollar amount, which indicates the extent and direction of the Earnings Change Rate for clients. In theory, this represents the impact of WIA services on the group of exiters.

The Derivation of the Earnings Change Measure

The derivation of this measure must find a way to include all participants, not just those who are eligible to fall in the measure.

The numerator of the measure (post-exit dollars minus pre-registration dollars) provides the appropriate dollar figure to include in the derivation. This figure represents the gross perceived benefit of WIA dollars expended. By dividing this figure by the total exiters (not just those who qualify for the measure), a perceived benefit-per-client rate can be determined. This derived rate now includes all exiters, and, as all participants will eventually exit, can be translated into a benefit-per-client rate.

The derived formula now looks like this:

$$\frac{\text{Total post-exit dollars from successful exiters} - \text{Total pre-registration dollars from successful exiters}}{\text{Number of all exiters for the time period}}$$

One potential question to be immediately raised from this formula is the failure to include the pre-registration and post-registration dollars from those exiters who were not initially in the measure. While that idea bears further consideration, and probably should be included in an additional derivation, for the purposes of this analysis that data was excluded for the following reasons:

- First, the concept of a benefit in regards to the derived measure should not allow for a potential gain from clients who were not successful in the WIA program. Failure to obtain an Entered Employment Rate for a client (which excludes them from the Earnings Change Rate measure) is treated as a failure in the performance measures.
- Secondly, the purpose of this analysis is to determine a cost / benefit for comparison. The use of wages outside Missouri distorts the point of the comparison.

Calculation of the Derived Formula

The Earnings Change Rate measure has been reported on an annual basis for two years. Because neither year exactly corresponds to the Fiscal Year of the cost data, use of an average Earnings Change is necessitated. The Earnings Change measure as reported in the *Program Year 2000 and Program Year 2001 WIA Annual Reports* provide the basis for the data.

Table 3: Earning Change Measures

PY 2000 Annual Report, Numerator, Adult Earnings Change	\$7,882,875
PY 2001 Annual Report, Numerator, Adult Earnings Change	\$6,924,026
PY 2002 Annual Report, Numerator, Adult Earnings Change	\$8,690,308
TOTAL DERIVED NUMERATOR	\$23,497,209
The denominator for the derived formula is the total number of adult exiters from PY2000, PY2001 and PY 2002 reports	
PY 2000 Annual Report, Total Adult Exiters	3,310
PY 2001 Annual Report, Total Adult Exiters	3,874
PY 2002 Annual Report, Total Adult Exiters	4,555
TOTAL DERIVED DENOMINATOR	11,739
The division of the numerator (\$23,497,209) by the denominator (11,739) provides a derived Earnings Change of \$2,002 per exiter. This figure then goes into the calculation to determine an annual benefit based on this derived Earnings Change.	
Numerator	\$23,497,209
Denominator	11,739
Derived Adult Earnings Change	\$2,002

*The derived Earnings Change of \$2,002 serves as an average for all Missouri exiters. Again, as all participants must eventually become exited, we can multiply this derived figure against the total number of participants for the time period covered by the cost data (July 1, 2002 through June 30, 2003). The total number of participants during this time period was 7,495. This calculation yields a figure of \$15,004,990 that represents the six-month yield from the positive derived Earnings Change. To annualize this, the figure is simply doubled to \$30,009,980. This figure represents the benefit WIA participants brought to Missouri as a result of the Adult Program.

The benefit figure of \$30,009,980 is nearly double the cost expended in the Adult Program for Fiscal Year 2003. The actual figure is \$13,455,398 or a multiplier of 2:1 if expressed as such.

While the actual benefits of increased earnings accrue first for the actual participants, Missouri accrues actual benefits as well. State income tax is paid on those increased earnings. Missouri gains sales tax revenue as those increased earnings are spent. As the expenditure of those increased earnings occur, the dollars become income for others and additional state taxes are gained.

Statewide Outcomes

Customer Satisfaction Survey Results

Selected job seekers and employers were randomly selected for telephone customer satisfaction surveys which focused on three questions as outlined in the U.S. Department of Labor, Training and Employment Guidance Letter 7-99. The survey used the American Customer Satisfaction Index, the most widely used index of its kind.

Table 4: Customer Satisfaction Results

	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	70%	81%	534	9,167	643	83%
Employers	68%	75.5%	534	15,978	746	71.6%

Adult Program

Individuals interested in job training and job placement assistance can access services through Missouri Career Centers. Job seekers can receive an initial assessment of their skill levels and supportive service needs, along with appropriate referrals to agencies to meet these needs. In addition, job seekers can receive assistance with their job search, including access to *Great Hires* and current labor market information. Missouri Career Centers provide free resource areas that offer access to tools for job seekers, including computers and fax machines.

Additional services are funded through WIA. Adults (18 years and over) who are determined economically disadvantaged may receive assistance in identifying employment barriers and goals, individual counseling and career planning. Training services are designed to prepare an individual to obtain a job or upgrade skills. WIA also provides supportive services (e.g., transportation and childcare assistance) to enable an individual to participate in the Program. This program aims to improve the quality of the workforce, reduce welfare dependency and enhance the productivity and competitiveness of the nation's economy.

Table 5: Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	80.1%	2,690
			3,358
Employment Retention Rate	84%	83.9%	2,622
			3,126
Earnings Change in Six Months	\$2,718	\$2,879	\$8,690,308
			3,018
Employment and Credential Rate	60%	70.7%	694
			982

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Table 6: Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	78.8%	Numerator	80.9%	Numerator	71%	Numerator	78.1%	Numerator
		1,334		225		76		100
		Denominator		Denominator		Denominator		Denominator
		1,692		278		107		128
Employment Retention Rate	84.1%	Numerator	83.2%	Numerator	93.2%	Numerator	81.5%	Numerator
		1,363		203		82		88
		Denominator		Denominator		Denominator		Denominator
		1,620		244		88		108
Earnings Change in Six Months	\$3,783	Numerator	\$3,256	Numerator	\$4,001	Numerator	\$2,302	Numerator
		\$5,897,629		\$765,256		\$328,054		\$239,422
		Denominator		Denominator		Denominator		Denominator
		1,559		235		82		104
Employment and Credential Rate	70%	Numerator	68.8%	Numerator	76%	Numerator	62.5%	Numerator
		618		53		19		15
		Denominator		Denominator		Denominator		Denominator
		883		77		25		24

Table 7: Other Outcome Information for Adult Program

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	82.7%	Numerator	79.4%	Numerator
		616		2,074
		Denominator		Denominator
		745		2,613
Employment Retention Rate	85.9%	Numerator	83.1%	Numerator
		718		1,904
		Denominator		Denominator
		836		2,290
Earnings Change in Six Months	\$4,474	Numerator	\$2,298	Numerator
		\$3,606,441		\$5,083,867
		Denominator		Denominator
		806		2,212
Employment and Credential Rate	60%	Numerator		
		538		
		Denominator		
		893		

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Dislocated Worker Program

WIA targets reemployment and training services to workers who lose their jobs through no fault of their own as a result of a mass layoff or plant closure. The Division of Workforce Development's (DWD) first responsibility is to inform workers who have received notice of their layoff that reemployment services are available to them. Rapid Response meetings are held in coordination with local Missouri Career Centers and other state agencies that have programs to assist the workers with a smooth transition back into the workforce.

During this program year, the Rapid Response Team held over 326 meetings throughout Missouri affecting 103 companies and 22,002 workers. Dislocated workers are eligible to receive all WIA funded reemployment assistance and services at the Missouri Career Centers.

Missouri makes a special application to the U.S. DOL under the National Emergency Grant (NEG) Program to specifically fund WIA services to affected laid-off workers, when a large layoff occurs. Missouri operates nine NEG projects: AGCO Corporation in Kansas City; GST Steel in Kansas City; Toastmaster/Wolverine in Northeast Missouri; Excel/Honeywell/Holmes-Rival in West Central Missouri; St. Louis American Airline Industry Grant in St. Louis and Kansas City; Con-Agra in Northwest and Northeast Missouri; Worldcom in St. Charles; Vanguard in Kansas City and Multi Company in Central Missouri. The funds totaled more than \$12,360,000 for these NEG's.

Missouri received a Disaster Grant after numerous tornadoes devastated 34 counties in May 2003. The grant totaled \$5,753,893.

Temporary Assistance (TA) & Parents' Fair Share Programs began July 1, 2003. They are not in Program Year 2002.

Table 8: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79%	88.2%	2,768 3,137
Employment Retention Rate	91%	92.2%	2,552 2,768
Earnings Replacement in Six Months	96%	95%	\$31,114,950 \$32,766,919
Employment and Credential Rate	60%	76.2%	792 1,040

Table 9: Outcomes for Dislocated Worker Special Populations

	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.8%	Numerator	78.9%	Numerator	79.6%	Numerator	75%	Numerator
		324		30		266		21
		Denominator		Denominator		Denominator		Denominator
		369		38		334		28
Employment Retention Rate	88.6%	Numerator	80%	Numerator	88.3%	Numerator	76.2%	Numerator
		287		24		235		16
		Denominator		Denominator		Denominator		Denominator
		324		30		266		21
Earnings Replacement Rate	91.9%	Numerator	93%	Numerator	76.9%	Numerator	149%	Numerator
		\$4,073,266		\$244,048		\$2,495,425		\$138,210
		Denominator		Denominator		Denominator		Denominator
		\$4,433,447		262,494		\$3,245,089		\$92,748
Employment and Credential Rate	75.9%	Numerator	63.6%	Numerator	65.4%	Numerator	63.6%	Numerator
		82		7		53		7
		Denominator		Denominator		Denominator		Denominator
		108		11		81		11

Table 10: Other Outcome Information for Dislocated Worker Program

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	92.4%	Numerator	86.2%	Numerator
		961		1,807
		Denominator		Denominator
		1,040		2,097
Employment Retention Rate	92.3%	Numerator	92.1%	Numerator
		887		1,665
		Denominator		Denominator
		961		1,807
Earnings Change in Six Months	101.3%	Numerator	91.9%	Numerator
		\$10,696,234		\$20,418,716
		Denominator		Denominator
		\$10,556,335		\$22,210,584
Employment and Credential Rate	76.2%	Numerator		
		792		
		Denominator		
		1,040		

ANNUAL REPORT

Program Year 2002

Youth Program

DWD administers WIA funds to provide locally designed comprehensive youth services through Missouri's fourteen LWIBs and their designated Youth Councils. DWD's goal is to facilitate the means by which good ideas, performance and effective leveraging of resources come together to produce a workforce development system truly positioned to expand the opportunities of Missouri's young people today and for the future.

WIA serves in-school and out-of-school youth ages 14-21 and reflects a core value that all youth can learn and acquire skills, establish career and educational goals, develop leadership traits and become good community citizens. By providing comprehensive services based on individual assessments, local youth programs are linked more closely to local labor market needs and provide the right interventions at the right time in a young person's life resulting in a major impact on future success.

By connecting youth to Missouri Career Centers, they are provided with knowledge of the work world, academic skills linked to occupational learning and employability including attitudinal capabilities that will enable them to adjust to life's challenges. In addition, youth that can benefit from services, but may not be eligible under WIA guidelines, can be referred to other youth programs such as Job Corps.

Table 11: Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63%	97.6%	364
			373
Employment Retention Rate	82%	79.1%	212
			268
Earnings Change in Six Months	\$2,249	\$2,791	\$728,345
			261
Employment and Credential Rate	40%	38.9%	160
			411

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Program Year 2002

Table 12: Outcomes for Older Youth Special Populations

	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of School Youth	
Entered Employment Rate	98.1%	Numerator	100%	Numerator	100%	Numerator	97.4%	Numerator
		317		4		22		260
		Denominator		Denominator		Denominator		Denominator
		323		4		22		267
Employment Retention Rate	78.8%	Numerator	100%	Numerator	64.3%	Numerator	80.5%	Numerator
		182		2		9		157
		Denominator		Denominator		Denominator		Denominator
		231		2		14		195
Earnings Change in Six Months	\$2,908	Numerator	\$4,027	Numerator	\$3,382	Numerator	\$2,748	Numerator
		\$654,263		\$8,053		\$43,967		\$522,183
		Denominator		Denominator		Denominator		Denominator
		225		2		13		190
Employment and Credential Rate	39.2%	Numerator	25%	Numerator	50%	Numerator	37.5%	Numerator
		140		1		11		110
		Denominator		Denominator		Denominator		Denominator
		357		4		22		293

Table 13: Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	90%	78.5%	5,358
			6,823
Diploma or Equivalent Attainment Rate	55%	87.1%	1,213
			1,392
Retention Rate	65%	75.3%	324
			430

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Program Year 2002

Table 14: Outcomes for Younger Youth Special Populations

	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	71.9%	Numerator	11.4%	Numerator	10%	Numerator
		4,766		663		596
		Denominator		Denominator		Denominator
		6,632		5,797		5,989
Diploma or Equivalent Attainment Rate	86.5%	Numerator	84.3%	Numerator	74.5%	Numerator
		1,021		102		225
		Denominator		Denominator		Denominator
		1,180		121		302
Employment Retention Rate	74.9%	Numerator	82.2%	Numerator	79.9%	Numerator
		259		37		115
		Denominator		Denominator		Denominator
		346		45		144

Table 15: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change or Replacement		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those Individuals who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who completed Training Services	
Adults	75.6%	Numerator	\$2,809	Numerator	.9%	Numerator	\$3,502	Numerator	40.7%	Numerator
		2,397		\$8,522,592		24		\$9,420,149		251
		Denominator		Denominator		Denominator		Denominator		Denominator
		3,172		\$3,034		2,690		2,690		616
Dislocated Workers	84.6%	Numerator	\$113,712.70	Numerator	.9%	Numerator	\$5,802	Numerator	52.8%	Numerator
		1,726		\$2,170,776		22		\$14,905,107		457
		Denominator		Denominator		Denominator		Denominator		Denominator
		2,039		\$1,909		2,569		2,569		865
Older Youth	69.1%	Numerator	\$2,925	Numerator	.4%	Numerator	\$2,434	Numerator		
		201		\$813,255		1		\$555,009		
		Denominator		Denominator		Denominator		Denominator		
		291		\$278		228		228		

Figure 2: Participant Levels

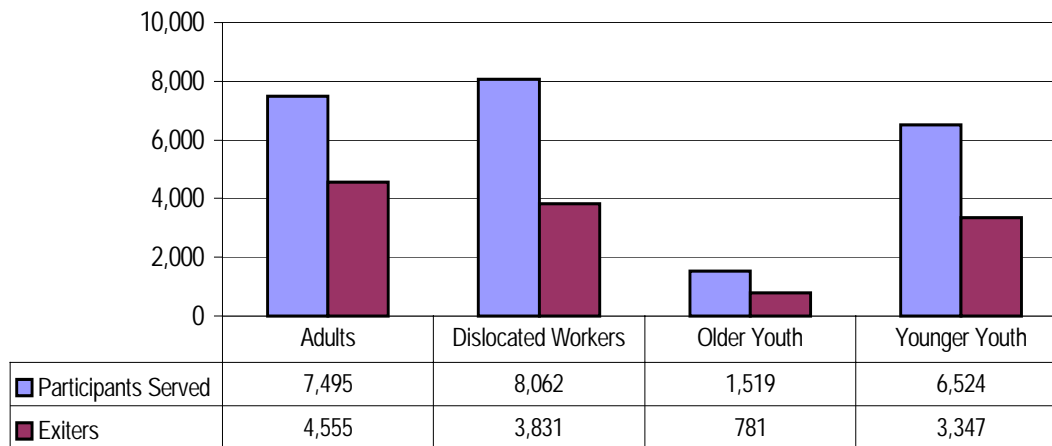
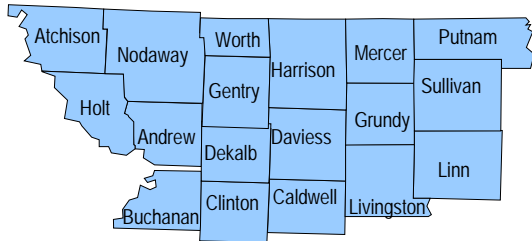


Table 16: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			\$13,186,277
Local Dislocated Workers			\$9,520,052
Local Youth			\$13,893,645
Rapid Response (up to 25%) 134(a)(2)(A)			\$3,207,836
Statewide Required Activities (up to 25%) 134(a)(2)(B)			\$3,821,967
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	Capacity Building / Technical Assistance	\$948,179
		Research Demonstrations	\$183,239
		Local Administration	\$3,859,715
		Carrying Out Youth Activities	\$33,718
		State Administration	\$728,415
		WIA Annual Report	\$6,563
		Adult/Dislocated Worker Activities	\$726
			\$49,390,332

Local Workforce Board Performance

Northwest Region



Services may be obtained in St. Joseph, Chillicothe and Maryville.

Local Area Name Northwest Region	Total Participants Served	Adults	375
		Dislocated Workers	596
		Older Youth	60
		Younger Youth	159
ETA Assigned # 29005	Total Exiters	Adults	160
		Dislocated Workers	240
		Older Youth	23
		Younger Youth	39
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	69%	89%
	Dislocated Workers	54%	91%
	Older Youth	60%	100%
Retention Rate	Adults	82%	89%
	Dislocated Workers	81%	91%
	Older Youth	71%	71%
	Younger Youth	61%	75%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,460	\$4,847
	Dislocated Workers	92%	84%
	Older Youth	\$2,660	\$3,347
Credential / Diploma Rate	Adults	45%	56%
	Dislocated Workers	45%	77%
	Older Youth	50%	50%
	Younger Youth	50%	68%
Skill Attainment Rate	Younger Youth	83%	85%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			x

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Northwest Region Highlights

Population: 256,780
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: St.
Joseph

Major Layoff Events:
Six events affecting
879 workers

Alumni of the Year

Division of Vocational Rehabilitation referred Melissa Graves-Peters to the Green Hills Community Action Agency. At that time Melissa was receiving general relief and food stamps provided by the Division of Family Services. Melissa had been working hard toward her goal of becoming a licensed practical nurse. With help from a Pell grant and the Division of Vocational Rehabilitation, her tuition problems were solved. The Workforce Investment Act helped with transportation expenses for the 70-mile daily round trip commute to school. Melissa graduated from nursing school and passed the state nursing boards. After graduation, Melissa got married and obtained employment at the Milan Health Care Facility.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Special Achievement of Excellence Award for Innovation

The Governor's Special Achievement of Excellence Award for Innovation was presented to the Jump-Start Revolving Car Loan Program operated by the Northwest Regional Council of Governments located in Maryville.

Jump-Start was initiated to help clients of the Workforce Investment Act and Temporary Assistance for Needy Families Programs obtain a reliable means of transportation to get them to work or training. To qualify for the Program, participants must possess a valid driver's license, obtain affordable insurance and work toward a set employment or training goal. Once approved for the Program, the participant is matched with a car from a local dealer or with a vehicle that has been donated.

The Program is funded by the Department of Economic Development's Community Development Grant Program and supported by many other local partners in the Northwest Region. To date, this program has been able to purchase 10 cars for its clients. The Program is working so well that there are hopes to expand it to serve more Workforce Investment Act and Temporary Assistance for Needy Families participants in the near future.

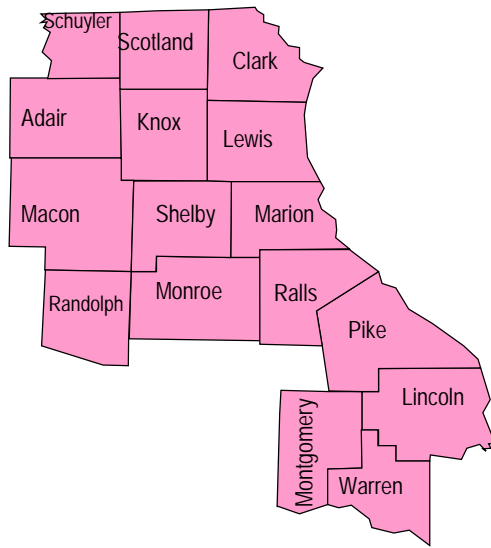
(The Governor's Special Achievement of Excellence Awards recognize outstanding partnerships in Missouri's workforce development system.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.

ANNUAL REPORT

Program Year 2002

Northeast Region



Services may be obtained in Hannibal, Kirksville, Moberly and Warrenton.

Local Area Name Northeast Region	Total Participants Served	Adults	195
		Dislocated Workers	415
		Older Youth	49
		Younger Youth	151
ETA Assigned # 29010	Total Exiters	Adults	56
		Dislocated Workers	174
		Older Youth	13
		Younger Youth	55
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	76%	77%
	Dislocated Workers	75%	96%
	Older Youth	59%	89%
Retention Rate	Adults	83%	92%
	Dislocated Workers	88%	93%
	Older Youth	80%	100%
	Younger Youth	65%	77%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,851	\$4,447
	Dislocated Workers	86%	110%
	Older Youth	\$2,895	\$7,767
Credential / Diploma Rate	Adults	50%	80%
	Dislocated Workers	51%	85%
	Older Youth	53%	33%
	Younger Youth	55%	89%
Skill Attainment Rate	Younger Youth	59%	94%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Northeast Region Highlights

Population: 244,807
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center:
Hannibal, Kirksville,
Moberly and
Warrenton

Major Layoff Events:
Six events affecting
659 workers

Alumni of the Year

Kelli Dennis was laid-off from her job, came to her local Career Center and was enrolled in the Missouri Dislocated Worker Program. With the help of unemployment insurance, the Workforce Investment Act and the Missouri Career Center, Kelli enrolled in classes and obtained her certification as a licensed practical nurse. The support of the Dislocated Worker Program has allowed Kelli to begin a new career that will challenge and engage her as well as offer financial stability and continued opportunities for professional growth and advancement. Kelli is working full-time at a family healthcare practice making \$11.00 an hour.

Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Special Achievement of Excellence Award for Innovation

The Governor's Special Achievement of Excellence Award for Customer Focus and Satisfaction was presented to the Green Hills Regional Planning Commission, located in Trenton.

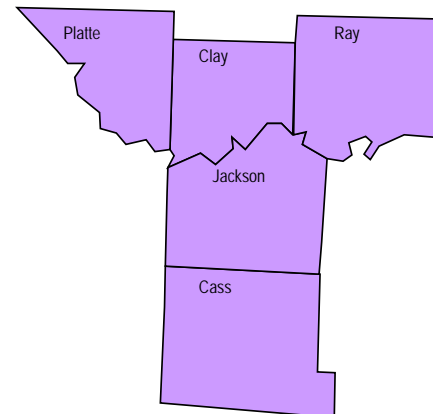
In 2002, a major employer located in a small rural community in the Northwest Region announced plans to close their facility. The closure resulted in the loss of 532 jobs. This plant closure presented the unique challenge of addressing the needs of a large non-English speaking population found in this region's workforce. This gap in customer service was a major concern to the Green Hills Regional Planning Commission staff, and as a result, the Agency created a bi-lingual Rapid Response Program for Hispanic workers.

An interpreter was hired and on-site for all of the plant closure Rapid Response meetings. Handouts were translated into Spanish. Hispanic workers were provided with a "point of contact" which helped with their transition as the facility closed. This "point of contact" also coordinated services with the Latino Center to provide additional assistance as necessary.

(The Governor's Special Achievement of Excellence Awards recognize outstanding partnerships in Missouri's workforce development system.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.

Kansas City & Vicinity Region



Services may be obtained in Kansas City
Downtown, Kansas City South and Northland
Career Center.

Local Area Name Kansas City & Vicinity Region	Total Participants Served	Adults	859
		Dislocated Workers	849
		Older Youth	260
		Younger Youth	1108
ETA Assigned # 29055	Total Exiters	Adults	636
		Dislocated Workers	562
		Older Youth	133
		Younger Youth	521
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	65%	82%
	Dislocated Workers	73%	87%
	Older Youth	50%	96%
Retention Rate	Adults	72%	82%
	Dislocated Workers	87%	92%
	Older Youth	77%	77%
	Younger Youth	58%	79%
Earnings Change / Earnings Replacement in Six Months	Adults	\$2,800	\$3,972
	Dislocated Workers	90%	102%
	Older Youth	\$2,500	\$3,591
Credential / Diploma Rate	Adults	44%	67%
	Dislocated Workers	45%	62%
	Older Youth	38%	44%
	Younger Youth	48%	86%
Skill Attainment Rate	Younger Youth	70%	90%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Kansas City & Vicinity Region Highlights

Population: 1,018,113

(Includes entire population of Jackson County and based on 2000 Census Data.)

Full-Service Missouri
Career Center: Three
in Kansas City

Major Layoff Events:
Eight events affecting
939 workers

Alumni of the Year

DeAngela Kennar came to the Full Employment Council to obtain her General Educational Development (GED). After a month of classes, DeAngela passed her test and obtained her GED! DeAngela also expressed an interest in the healthcare field. She began training to become a certified nurse assistant and is now making \$9.80 an hour caring for the elderly. DeAngela continues to build her career in healthcare, soon she will begin phlebotomy classes at Penn Valley College.

Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Special Achievement of Excellence Award for Innovation

The Governor's Special Achievement of Excellence Award for Collaboration and Integration of Services was presented to the Full Employment Council, Youth Opportunity Program, located in Kansas City.

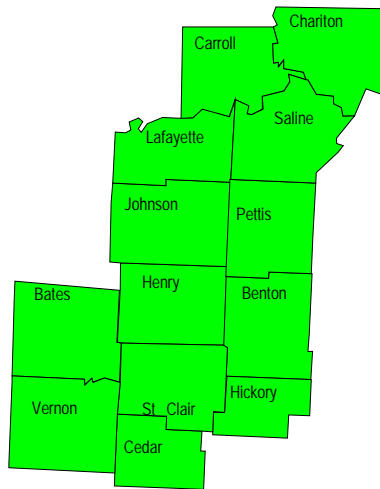
The overall objective of this program is to increase the long-term career opportunities of youth residing in empowerment zones, enterprise communities and high-poverty areas. The program goals are to increase: the number of youth who graduate from high school; the number of youth who enter post-secondary education; and the number of youth entering unsubsidized employment.

The Youth Opportunity Program is a five-year project that must meet both Workforce Investment Act standards and U.S. Department of Labor Youth Opportunity outcomes. Almost 1,500 youth have been served to date. Because the Program is designed to target successful job retention, it has a placement rate of 99%.

The Full Employment Council, Youth Opportunity Program has been successful due to the collaboration of over 16 agencies in the Kansas City Area. Through the cooperation and integration of services among these agencies, many youth are moving forward to becoming productive Missouri citizens!

(The Governor's Special Achievement of Excellence Awards recognize outstanding partnerships in Missouri's workforce development system.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.



Services may be obtained in
Lexington, Clinton and Nevada.

Local Area Name West Central Region	Total Participants Served	Adults	190
		Dislocated Workers	575
		Older Youth	48
		Younger Youth	186
ETA Assigned # 29015	Total Exiters	Adults	99
		Dislocated Workers	225
		Older Youth	23
		Younger Youth	105
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	61%	88%
	Dislocated Workers	71%	89%
	Older Youth	33%	96%
Retention Rate	Adults	69%	78%
	Dislocated Workers	78%	95%
	Older Youth	64%	68%
	Younger Youth	48%	82%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,200	\$2,011
	Dislocated Workers	79%	98%
	Older Youth	\$2,137	\$2,449
Credential / Diploma Rate	Adults	30%	76%
	Dislocated Workers	31%	73%
	Older Youth	33%	52%
	Younger Youth	40%	88%
Skill Attainment Rate	Younger Youth	69%	92%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

West Central Region Highlights

Population: 271,709

(Based on 2000 Census Data.)

Full-Service Missouri
Career Center:
Lexington, Clinton and
Nevada

Major Layoff Events:
Five events affecting
581 workers

Alumni of the Year

Lowell Hughes was working on a farm in Waverly, living in substandard housing and supporting his family of five on a wage of \$7.75 an hour when he came to the Missouri Career Center. The Missouri Valley Community Action Agency in partnership with Rural Missouri Inc, and with the help of staff from the Community Bank of Waverly was able to help Lowell attend The Welding Institute in Nevada. The school was a three and a half hour commute but with the help of supportive service payments and money donated from a Lexington church, Lowell was able to attend school. After several unfortunate circumstances and overcoming many barriers, Lowell's determination paid off, he graduated in July 2003 as a master pipe welder and his job prospects look great!

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Special Achievement of Excellence Award for Innovation

The Governor's Special Achievement of Excellence Award for Leadership was presented to the Workforce Development Board of Western Missouri, Inc., located in the West Central Region.

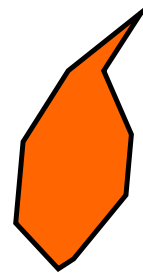
The 32-member Workforce Development Board of Western Missouri has been providing leadership to the West Central Region by meeting challenges and overcoming barriers since its inception in 1983.

The Board has remained steadfast and dedicated in the face of local and national changes in program administration, decreased budget levels, expanded staffing responsibilities and even natural disasters in this predominately rural service area. During the Spring of 2003, 11 of the 13 counties in the West Central Region were struck by devastating tornadoes. The Board immediately went into action! One of the many activities that the Board accomplished was gathering and organizing critical information to help the State secure the approval of a National Emergency Grant. The Board received the largest portion of the grant in the State! This grant provided employment opportunities for over 110 people in the West Central Region who lost their jobs due to the disaster.

The Workforce Development Board of Western Missouri, Inc., is to be commended for their prompt action and the leadership they provided in the face of such a disaster. The Workforce Development Board, along with staff, community leaders, service providers and residents, demonstrated how, through effective leadership, many diverse groups can be brought together to meet any challenge . . . even those unexpected challenges from mother nature.

(The Governor's Special Achievement of Excellence Awards recognize outstanding partnerships in Missouri's workforce development system.)

Services may be obtained in St. Louis City,
 St. Louis Central, St. Louis South and the
 St. Louis Agency on Training and Employment.



Local Area Name St. Louis City Region	Total Participants Served	Adults	1,902
		Dislocated Workers	511
		Older Youth	262
		Younger Youth	1,376
ETA Assigned # 29025	Total Exiters	Adults	1,404
		Dislocated Workers	282
		Older Youth	112
		Younger Youth	661
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	71%	80%
	Dislocated Workers	76%	81%
	Older Youth	60%	100%
Retention Rate	Adults	76%	81%
	Dislocated Workers	90%	89%
	Older Youth	71%	71%
	Younger Youth	50%	59%
Earnings Change / Earnings Replacement in Six Months	Adults	\$2,720	\$1,629
	Dislocated Workers	95%	95%
	Older Youth	\$2,250	\$540
Credential / Diploma Rate	Adults	40%	42%
	Dislocated Workers	50%	86%
	Older Youth	30%	8%
	Younger Youth	42%	87%
Skill Attainment Rate	Younger Youth	85%	74%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

St. Louis City Region Highlights

Population: 348,189
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: St.
Louis City

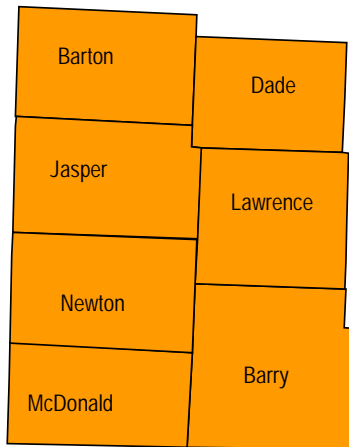
Major Layoff Events:
Five events affecting
546 workers

Alumni of the Year

Emebet Tirfe is an immigrant from Ethiopia who came to the United States in 1996. When Emebet lived in Ethiopia she was a medical assistant at a local hospital. Emebet came to the St. Louis Agency on Training and Employment seeking guidance and information on career opportunities. Emebet, along with her St. Louis Agency on Training and Employment counselor, felt that her English language skills needed improvement if she was to become successfully employed. Emebet attended English as a second language classes and enrolled in certified nurse assistant training. With the support of staff from the Missouri Career Center and the school, Emebet graduated and became employed as certified nurse assistant making \$9.60 an hour. Her goals do not stop here. She hopes to pursue her dream of becoming a registered nurse.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.



Services may be obtained in Joplin and Monett.

Local Area Name Southwest Region	Total Participants Served	Adults	245
		Dislocated Workers	275
		Older Youth	48
		Younger Youth	365
ETA Assigned # 29030	Total Exiters	Adults	142
		Dislocated Workers	107
		Older Youth	27
		Younger Youth	165
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	69%	77%
	Dislocated Workers	72%	79%
	Older Youth	64%	100%
Retention Rate	Adults	83%	81%
	Dislocated Workers	92%	89%
	Older Youth	75%	69%
	Younger Youth	50%	74%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,346	\$1,475
	Dislocated Workers	95%	98%
	Older Youth	\$2,630	\$1,426
Credential / Diploma Rate	Adults	50%	67%
	Dislocated Workers	53%	77%
	Older Youth	29%	33%
	Younger Youth	52%	88%
Skill Attainment Rate	Younger Youth	89%	78%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Southwest Region Highlights

Population: 268,681
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: Joplin
and Monett

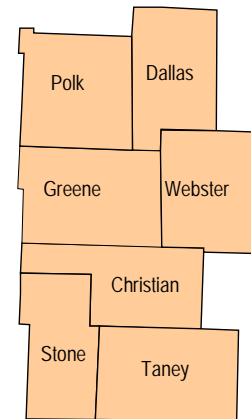
Major Layoff Events:
Three events affecting
564 workers

Alumni of the Year

Lee Ann Binnion-Connell, single mother of two boys, is sole caretaker of her disabled father and grandmother. After being laid off from her office manager position, Lee Ann was enrolled in the Dislocated Worker Program. With the help of a Pell grant and the Workforce Investment Act, Lee Ann was able to attend the Franklin Technology Center Licensed Practical Nursing Program at Missouri Southern State University. Lee Ann graduated from the nursing program and passed the state boards with flying colors. Presently, Lee Ann has several interviews scheduled and is positive she will become employed in a rewarding position as a licensed practical nurse.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.



Services may be obtained in Springfield and Branson.

Local Area Name Ozark Region	Total Participants Served	Adults	272
		Dislocated Workers	553
		Older Youth	50
		Younger Youth	404
ETA Assigned # 29035	Total Exiters	Adults	156
		Dislocated Workers	260
		Older Youth	23
		Younger Youth	228
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	69%	81%
	Dislocated Workers	79%	93%
	Older Youth	56%	95%
Retention Rate	Adults	82%	91%
	Dislocated Workers	90%	93%
	Older Youth	80%	79%
	Younger Youth	47%	89%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,306	\$3,503
	Dislocated Workers	95%	100%
	Older Youth	\$2,580	\$1,668
Credential/Diploma Rate	Adults	45%	67%
	Dislocated Workers	45%	62%
	Older Youth	50%	50%
	Younger Youth	50%	79%
Skill Attainment Rate	Younger Youth	90%	85%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Ozark Region Highlights

Population: 436,735
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center:
Springfield

Major Layoff Events:
Six events affecting
501 workers

Alumni of the Year

Emily Kakolewski has been on a long journey. In two and a half years, Emily went from being on food stamps to becoming a registered nurse. Emily was a new, single mother, who described herself as hopeless before becoming involved with the Division of Family Services and the Missouri Career Center programs. After being enrolled in the Welfare-to-Work Program, Emily attended and graduated from nursing school. This was a great accomplishment, but not enough for Emily. Within one and a half years she graduated as a registered nurse with a grade point average of 3.6 and is now employed at St. John's Hospital Heart Unit making \$15.77 an hour.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Special Achievement of Excellence Award for Innovation

The Governor's Special Achievement of Excellence Award for Private Sector Participation was presented to the St. John's Health System in Springfield.

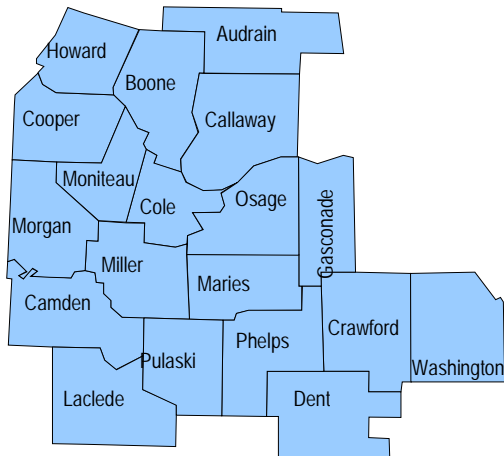
St. John's Human Resource Division has coordinated services with the Springfield Career Center for many years. The Career Center has come to depend on St. John's for their input and involvement on workforce issues. St. John's staff is always willing to participate in functions sponsored by the Career Center, whether completing economic surveys, participating in Job Clubs, or being a presenter at Career Center events. The Health Center staff also played a major role in writing, producing and appearing in a business outreach marketing video sponsored by the Springfield Career Center.

St. John's representatives indicate they have been very pleased and they speak very positively of their experience working with the Career Center. They use the Career Center for new hires, Job Clubs and Career Mornings programs. They have also begun listing many of their job openings through Great Hires.

The Springfield Career Center is very appreciative of the relationship they have formed with St. John's. This partnership is one that serves as a positive example of how Missouri Career Centers and private sector businesses can work together to better serve the citizens of their region.

(The Governor's Special Achievement of Excellence Awards recognize outstanding partnerships in Missouri's workforce development system.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.



Services may be obtained in Camden, Columbia, Fort Leonard Wood, Jefferson City, Lebanon, Mexico and Rolla.

Local Area Name Central Region	Total Participants Served	Adults	740
		Dislocated Workers	740
		Older Youth	218
		Younger Youth	308
ETA Assigned # 29040	Total Exiters	Adults	312
		Dislocated Workers	236
		Older Youth	67
		Younger Youth	183
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	70%	89%
	Dislocated Workers	80%	98%
	Older Youth	60%	100%
Retention Rate	Adults	80%	89%
	Dislocated Workers	82%	99%
	Older Youth	80%	100%
	Younger Youth	66%	90%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,676	\$3,273
	Dislocated Workers	80%	102%
	Older Youth	\$2,224	\$6,055
Credential/Diploma Rate	Adults	50%	67%
	Dislocated Workers	50%	74%
	Older Youth	46%	59%
	Younger Youth	52%	89%
Skill Attainment Rate	Younger Youth	90%	71%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Central Region Highlights

Population: 606,988
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center:
Camdenton, Columbia,
Fort Leonard Wood,
Jefferson City,
Lebanon, Mexico and
Rolla

Major Layoff Events:
Six events affecting
1,405 workers

Alumni of the Year

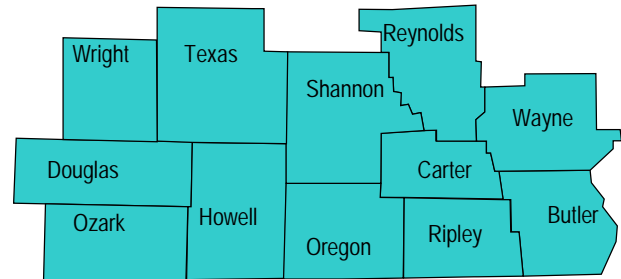
Marvenia Harris is a divorced single parent of two children. She was unemployed, receiving public assistance and food stamps when she came to the Central Missouri Counties' Human Development Corporation. With a desire for a better life for her and her children, she put all her efforts into attending school. With a lot of hard work, sacrifice and perseverance, along with the help of a Pell grant and Workforce Investment Act funds, Marvenia graduated as a licensed practical nurse and was immediately hired by Ellis Fischel Cancer Center.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.

South Central Region

Services may be obtained in West Plains and Poplar Bluff.



Local Area Name South Central Region	Total Participants Served	Adults	528
		Dislocated Workers	224
		Older Youth	79
		Younger Youth	418
ETA Assigned # 29045	Total Exiters	Adults	235
		Dislocated Workers	85
		Older Youth	30
		Younger Youth	110
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	75%	87%
	Dislocated Workers	76%	92%
	Older Youth	60%	96%
Retention Rate	Adults	80%	85%
	Dislocated Workers	80%	85%
	Older Youth	64%	76%
	Younger Youth	63%	81%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,200	\$4,389
	Dislocated Workers	95%	115%
	Older Youth	\$2,200	\$3,134
Credential / Diploma Rate	Adults	70%	86%
	Dislocated Workers	65%	88%
	Older Youth	30%	44%
	Younger Youth	67%	77%
Skill Attainment Rate	Younger Youth	89%	85%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

South Central Region Highlights

Population: 99,755

(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: West
Plains and Poplar Bluff

Major Layoff Events:
Two events affecting
288 workers

Alumni of the Year

Tara Hale went from being a single parent who felt lonely, scared and hopeless to an educated, confident, self-sufficient young woman with a Bachelor of Arts Degree in Elementary Education. As Tara puts it, "When I started college, the case manager from the South Central Workforce Investment Area became my family". Tara feels that the Division of Workforce Development, the Division of Family Services and the Community Services Block Grant all played a pivotal role in her success, however, Tara was the key to her own success. Now Tara is a kindergarten through 12th grade art teacher in the Bunker R-1 School System. Tara now wants to give back to her community and make a difference in the lives of others.

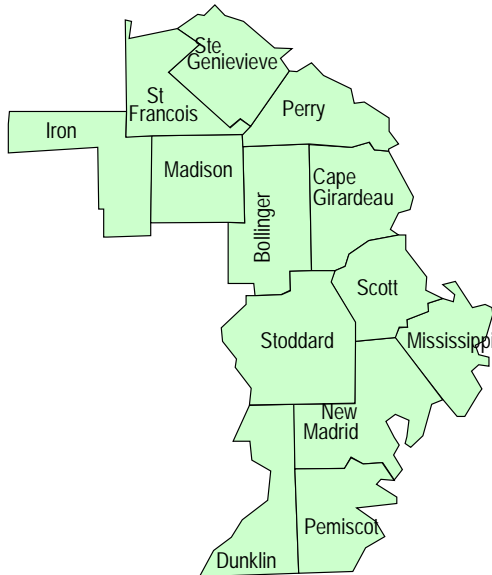
(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.

ANNUAL REPORT

Program Year 2002

Southeast Region



Services may be obtained in Cape Girardeau and Park Hills.

Local Area Name Southeast Region	Total Participants Served	Adults	928
		Dislocated Workers	779
		Older Youth	273
		Younger Youth	1315
ETA Assigned # 29075	Total Exiters	Adults	518
		Dislocated Workers	353
		Older Youth	238
		Younger Youth	1008
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	67%	79%
	Dislocated Workers	77%	94%
	Older Youth	58%	97%
Retention Rate	Adults	80%	86%
	Dislocated Workers	89%	94%
	Older Youth	78%	89%
	Younger Youth	60%	80%
Earnings Change / Earnings Replacement in Six Months	Adults	\$2,800	\$3,289
	Dislocated Workers	85%	109%
	Older Youth	\$2,400	\$3,406
Credential / Diploma Rate	Adults	47%	81%
	Dislocated Workers	50%	84%
	Older Youth	46%	49%
	Younger Youth	54%	88%
Skill Attainment Rate	Younger Youth	88%	73%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			x
		Exceeded	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Southeast Region Highlights

Population: 351,350
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: Cape
Girardeau

Major Layoff Events:
Eight events affecting
1,674 workers

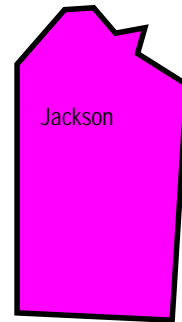
Alumni of the Year

Phillip Jackson, 25-year-old, husband and father of two was working as a laborer at a local factory. Due to economic conditions Phillip was laid-off and scraping by on unemployment insurance benefits of \$176 per week. Phillip felt hopeless looking for work because of his lack of training. This feeling of hopelessness brought Phillip to the Pemiscot County Initiative Network. Phillip enrolled in the Missouri Jobs Employment and Training Program. Through the services offered by this program, Phillip was able to attend the Law Enforcement Academy in Cape Girardeau. Phillip completed training and is now employed as a police officer for the City of Caruthersville.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.

East Jackson County Region



Services may be obtained in Independence.

Local Area Name East Jackson County Region	Total Participants Served	Adults	174
		Dislocated Workers	237
		Older Youth	28
		Younger Youth	113
ETA Assigned # 29060	Total Exiters	Adults	142
		Dislocated Workers	172
		Older Youth	18
		Younger Youth	67
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	66%	75%
	Dislocated Workers	71%	82%
	Older Youth	50%	100%
Retention Rate	Adults	69%	84%
	Dislocated Workers	80%	93%
	Older Youth	60%	100%
	Younger Youth	62%	100%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,000	\$3,425
	Dislocated Workers	89%	106%
	Older Youth	\$2,500	\$7,099
Credential / Diploma Rate	Adults	43%	58%
	Dislocated Workers	40%	53%
	Older Youth	50%	71%
	Younger Youth	40%	83%
Skill Attainment Rate	Younger Youth	47%	82%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

East Jackson County Region Highlights

Population: 654,880

*(Includes entire population of
Jackson County and based on 2000
Census Data.)*

Full-Service Missouri
Career Center:
Independence

Major Layoff Events:
Nine events affecting
928 workers

Alumni of the Year

Richard Renner had worked as a production associate for 10 years when he was laid-off. This unanticipated layoff brought Richard to the Full Employment Council where he received intensive services through the Dislocated Worker Program. With the help of staff from the Full Employment Council and the Division of Workforce Development, and with Richard's hard work and determination, he was reemployed working as a machine operator making \$9.30 an hour.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.



Services may be obtained in St. Louis County Northwest, St. Louis County North Oaks and St. Louis County Service Center.

Local Area Name St. Louis County Region	Total Participants Served	Adults	836
		Dislocated Workers	1135
		Older Youth	67
		Younger Youth	565
ETA Assigned # 29070	Total Exiters	Adults	562
		Dislocated Workers	687
		Older Youth	34
		Younger Youth	165
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	71%	69%
	Dislocated Workers	83%	83%
	Older Youth	67%	100%
Retention Rate	Adults	82%	84%
	Dislocated Workers	92%	92%
	Older Youth	83%	67%
	Younger Youth	64%	67%
Earnings Change / Earnings Replacement in Six Months	Adults	\$2,800	\$2,859
	Dislocated Workers	84%	84%
	Older Youth	\$3,000	\$1,704
Credential / Diploma Rate	Adults	60%	66%
	Dislocated Workers	61%	73%
	Older Youth	42%	0%
	Younger Youth	65%	96%
Skill Attainment Rate	Younger Youth	90%	65%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

St. Louis County Region Highlights

Population: 1,016,315
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: Two in
St. Louis County

Major Layoff Events:
Twenty-one events
affecting 3,584 workers

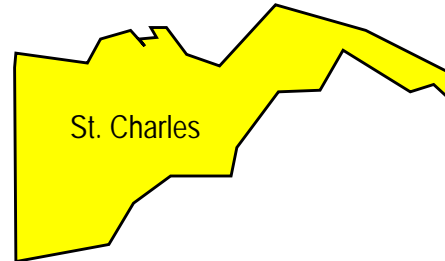
Alumni of the Year

Jehiwu Tokpa had been in the United States for about six months when he came to the Missouri Career Center. He was seeking assistance with finding permanent employment. Jehiwu had several years of accounting experience, however, his experience was with using a manual system, and his computer skills were very limited. After a career assessment and clarification of goals, Jehiwu completed tutorial programs and job search workshops at the skills enhancement lab at the Missouri Career Center. Jehiwu had several job offers and he is now employed at Willow Way, Inc. as a support specialist. Jehiwu also hopes to attend college in the near future.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.

St. Charles County Region



Services may be obtained in St. Peters.

Local Area Name St. Charles County Region	Total Participants Served	Adults	68
		Dislocated Workers	864
		Older Youth	33
		Younger Youth	27
ETA Assigned # 29065	Total Exiters	Adults	53
		Dislocated Workers	325
		Older Youth	27
		Younger Youth	21
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	70%	90%
	Dislocated Workers	64%	87%
	Older Youth	50%	100%
Retention Rate	Adults	50%	90%
	Dislocated Workers	88%	92%
	Older Youth	80%	82%
	Younger Youth	71%	100%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,346	\$2,822
	Dislocated Workers	80%	88%
	Older Youth	\$2,805	\$4,954
Credential / Diploma Rate	Adults	50%	80%
	Dislocated Workers	50%	74%
	Older Youth	50%	100%
	Younger Youth	40%	71%
Skill Attainment Rate	Younger Youth	81%	68%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

St. Charles County Region Highlights

Population: 283,883

(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: St.
Peters

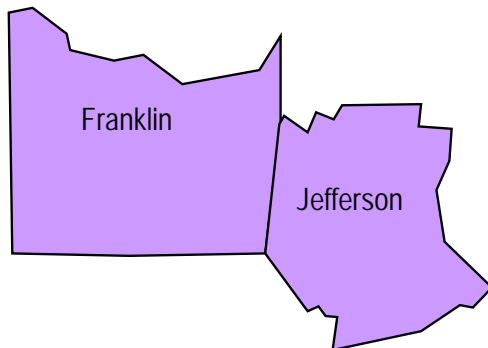
Major Layoff Events:
Two events affecting
302 workers

Alumni of the Year

Jessica McGregor was a single mother of a 21 month-old daughter, living with the baby's father and grandparents when she sought help at the St. Charles Workforce Development Center. Jessica was enrolled in the Department of Elementary and Secondary Education's Workforce Investment Act Youth Pregnant and Parenting Youth Program where she received training in computer applications as well as work experience at the Workforce Development Center. After she completed the work experience component, Jessica was hired as a receptionist with the University of Phoenix, at St. Louis, making \$9.00 an hour. Jessica expresses her appreciation to the St. Charles Workforce Development Center by saying "I couldn't be happier, I have my own place, I take care of my daughter on my own and I get to work for a company that is growing day by day and this all helps me and my daughter do better in life."

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.



Services may be obtained in Arnold and Washington.

Local Area Name Jefferson / Franklin Consortium	Total Participants Served	Adults	179
		Dislocated Workers	315
		Older Youth	44
		Younger Youth	135
ETA Assigned # 29050	Total Exiters	Adults	81
		Dislocated Workers	125
		Older Youth	13
		Younger Youth	19
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81%
	Employers	68%	75.5%
Entered Employment Rate	Adults	67%	93%
	Dislocated Workers	66%	95%
	Older Youth	63%	83%
Retention Rate	Adults	76%	95%
	Dislocated Workers	78%	86%
	Older Youth	80%	100%
	Younger Youth	75%	60%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,000	\$3,943
	Dislocated Workers	90%	84%
	Older Youth	\$2,249	\$3,338
Credential / Diploma Rate	Adults	41%	79%
	Dislocated Workers	40%	88%
	Older Youth	38%	78%
	Younger Youth	45%	100%
Skill Attainment Rate	Younger Youth	71%	87%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

■ Over 100% of goal

■ 80%-100% of goal

■ Less than 80% of goal

Jefferson / Franklin Consortium Highlights

Population: 291,906
(Based on 2000 Census Data.)

Full-Service Missouri
Career Center: Arnold
and Washington

Major Layoff Events:
Two events affecting
161 workers

Alumni of the Year

Karen Norman had been receiving assistance from the U.S. Housing and Urban Development agency for 13 years when she was introduced to the Family Self-Sufficiency Program offered through the Jefferson-Franklin Community Action Agency. After a divorce, Karen found herself a single mother and thinking self-sufficiency was just a dream. Already struggling to support herself and her daughter, Karen was involved in a terrible car accident that required her to re-learn to walk and talk. With support from the Divisions of Workforce Development, Family Services, Vocational Rehabilitation and the Rural Economic Development Program, Karen obtained employment. She was also able to save some money in the Family Self-Sufficiency Program that helped her purchase the perfect home for her family.

(Note: Program Year 2002 Alumni of the Year Award winners are customers of Missouri's workforce development system that have received services from one or more of the local partner agencies.)

Each region has the opportunity to nominate individuals and programs, with the Missouri Training and Employment Council's Program Coordination Committee selecting the final award winners.

Performance Measurement System

The WIA Performance Management System evaluates programs in seventeen different areas. The purpose of these measures is to objectively evaluate the effectiveness of WIA programs. These measures cover separate program areas, including Adult, Dislocated Worker and Youth services and Customer Satisfaction. Among these programs, six primary measurements are examined:

- Entered Employment Rates;
- Employment Retention Rates;
- Earnings Change / Replacement Rates;
- Credential / Diploma Rates;
- Skill Attainment Rates; and
- Customer Satisfaction Surveys.

What are these rates, and what do they mean for workforce programs?

The Entered Employment Rate

The Entered Employment Rate is used for the Adult, Dislocated Worker and Older Youth Programs. Each measure reflects the success rate of WIA clients who were unemployed at registration in obtaining unsubsidized employment within one calendar quarter of exiting the particular WIA program. Determination of a successful outcome for this measure comes when either of two conditions is met:

- The client has wage credits greater than zero in the UI wage files; or
- The client provides supplemental information of paid work (such as in a neighboring state, self-employment, etc.)

The Entered Employment Rate is determined by dividing the number of successful clients by the total number of eligible clients who exited in that quarter.

The Employment Retention Rate

The Employment Retention Rate is used for the Adult, Dislocated Worker and Older Youth Programs. These rates measure the success of WIA clients in these programs in retaining employment for at least six months after obtaining employment in the first quarter after exit. Retention is based on the number of clients who successfully found employment in the first quarter after exit (whether they were unemployed at registration or not). Determination of a successful outcome for this measure comes when either of two conditions is met:

- The client has wage credits greater than zero in the UI wage files; or
- The client provides supplemental information of paid work (such as in a neighboring state, self-employment, etc.)

The Employment Retention Rate is determined by dividing the number of successful clients (having wage credits or supplemental data in the first and third quarters after exit) by the number of clients who had employment in the first quarter.

The Earnings Change / Replacement Rate

The Earnings Change / Replacement Rate measure is used for the Adult, Dislocated Worker and Older Youth Programs. In the Adult and Older Youth programs, the measure is known as the Earnings Change, while in the Dislocated Worker Program the measure is called the Earnings Replacement Rate.

The Earnings Change is a dollar figure calculated from UI wage records. The measure calculates the average difference in six months of earnings after the client exits vs. six months of earnings prior to registration. A positive result means that exiters had higher earnings after exit than before registration. A negative result means that exiters had less earnings after exit than prior to registration.

The Earnings Replacement Rate, used in the Dislocated Worker Program, is a similar measure to the Earnings Change, with the primary difference being that the measure is reported as a ratio of the post-service wages divided by the pre-dislocation wages.

Credential / Diploma Rates

The Credential / Diploma Rates are used in various forms across all WIA areas: Adult, Dislocated Worker, Older Youth and Younger Youth. In essence, this set of rates seeks to measure the rate at which these various groups obtain credentials and diplomas designed to enhance their work skills.

The Credential Rate for Adults and Dislocated Workers measures the percentage of exiters from those groups who received training during enrollment and who entered employment in their first quarter after exit and then obtained a credential by the third quarter after exit. The rate is determined by dividing those successfully meeting the criteria by all exiters for that particular quarter.

The Credential Rate for Older Youth is slightly different in that the client does not have to enter employment. The exiters from the Older Youth program may enter any of the following in the first quarter after exit: employment, post-secondary education or advanced training. An exiters meeting these criteria must then receive a credential by the third quarter after exit, the same as with the Adult and Dislocated Worker Credential Rate.

The Diploma Rate for Younger Youth calculates the number of those exiters who obtain a high school diploma or its equivalent by the first quarter after exit. In all four measures, the credential or diploma may be earned before exiting a WIA program and count towards a positive outcome for these measures.

Skill Attainment Rate

The Skill Attainment Rate is used solely in the Younger Youth program. Clients eligible for inclusion in this measurement are all in-school Younger Youth and any out-of-school Younger Youth who are determined to be in need of basic skills, work readiness and/or occupational skills.

The Skill Attainment Rate, unlike the above measures, does not work off of the exit of the client. Rather, for each skill attainment goal set, the client has one year to reach that goal. Multiple goals are possible and encouraged.

The calculation of this rate occurs in the quarter that a particular goal is met or, in the quarter after the expiration of the one-year time limit. The attainment of goals can also be subject to hold periods, where the one-year time limit remains frozen until such time as the gap in services is closed.

The Vision

A skilled workforce for today's jobs and tomorrow's careers.

The Mission

The mission of the Missouri Division of Workforce Development is to foster a skilled workforce to increase Missouri economic growth by serving businesses and empowering job seekers through a customer centered, accountable, streamlined system.



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